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Arriving at hotel

Thank you for considering the Hilton at St. George’s Park. We are pleased to give you some information about our hotel that you may find useful when planning your visit.

- The hotel entrance is located on Newborough Road and is clearly signposted.
- Access is via a concrete driveway.
- There are 350 parking spaces, of which 13 are designated for disabled drivers.
- There is a main car park and an overspill car park.
- All 13 spaces are located on adjacent to the hotel entrance at the front of the building, on the left as you enter the car park.
- The car park is free.
- There are 2 entrances to the hotel, one is a drop off point, the other is adjacent to the hotel car park.
- There is a drop-off point outside the main entrance, which is covered by a canopy, has a drop kerb access and does not have any steps into the building.
- The drop off point is clearly signposted.
- There are no steps at either hotel entrance and provides the most convenient route to all hotel facilities.
- Both hotel entrances have automatic push pad door for an easy accessible entrance, a push door or alternatively a revolving door.
- The push pad doors can be found on the left hand side of the revolving doors.
- If you need help with luggage or equipment, or any guidance, our teams are on duty 24 hours a day and will be more than happy to help. Please ask at Reception.
Arriving at the hotel

Hotel Entrance

Hotel Reception
Welcome

- There are no steps into the hotel Lobby.
- The Lobby is a large square area all on the same level. The surfaces on the ground floor are marble with carpeted panels to the centre and around the edge.
- There are many tables, chairs and lamps around the edge of the Lobby.
- When entering the Lobby, the front desk is located in the centre.
- The Restaurant at St. George’s Park is located through double doors on the left hand side of Reception.
- The hotel bar, The Crossbar, is located through double doors on the left hand side of Reception.
- Tactile signage can be found throughout the hotel including lift.
Reception

• The front desk is in the centre as you enter the main entrance.

• The Main Reception area is carpeted with hard wooden floor surround.

• The Main Reception desk is 108cm in height at the highest point. The Main Reception desk has 2 lower accessible areas at either end - 74cm in height.

• A member of staff will help with your registration details.

• We can provide a large-print copy of the registration card if you need.

• An induction loop is on the left and right hand side of the Reception desk.

• When you check in, our staff will tell you about our evacuation policy.

Other services

• If you want to order a newspaper, please contact the Reception team. We will delivery your newspaper to your room.

• You can order a wake-up call through the Reception team. Or, you can set a wake-up call in your room using the bedroom television.

• Every guest room has a guest directory that contains information about the facilities in the hotel. For extra help to use this directory, please contact a team member.
Toilet Facilities

- There are two sets of public toilets in the hotel.
- Both these have specific accessible toilets as well as designated cubicles within the ladies and gents toilets.
- One set is located to the right hand side of The Crossbar to the left of Main Reception.
- One set is in the Banqueting area to the left of Reception near the Sir Bobby Robson Suite.
The Crossbar

- The Crossbar is located on the ground floor to the left hand side of Reception.
- The Crossbar is all ground floor level with hard wooden floors and a carpeted centre area.
- The Crossbar is open from 11:00am to 11:00pm.
- Access is through double wooden doors.
- The main bar is 114cm in height.
- The bar area contains many tables, sofas and chairs. The tables are 76, 40, 60 and 61cm high, chairs 41, 43 and 48cm high and sofas 40 and 46cm high.
- The bar also has several bar stools available, which are 76cm high.
• The main hotel restaurant is located to the left of the Main Reception. Access is through The Crossbar.
• The restaurant does not have any steps up to it.
• The tables are 76 & 113cm high and the chairs are 46, 48 & 75cm high.
• We can provide menus in large print if needed.
• Arthritic cutlery is available on request.
• Opening times
  • Breakfast 7am to 10am, Monday to Friday
  • 7am to 11am Saturday and Sunday
  • Lunch 1pm to 3pm Sunday
  • Dinner 6pm to 10pm Monday to Saturday
  • 6pm to 9.30pm Sunday
The hotel has a Health Club and Spa which is located to the right hand side of Reception.

You can get to it either by the double doors from the main hotel entrance or via the entrance adjacent to the car park.

The pool is open between 6am–10pm, Spa 9am to 8pm and 24 hours access is available to the Gym.

Fitness instructors are available to offer help and advice.

An induction loop is available at the Reception desk.

The Reception desk is 105cm high and lowering to 79cm on the left.

There is an accessible changing room and a family changing room on the right hand side along the swimming pool corridor to the left hand side of Main Reception.

The changing room has a wet-room-type shower, sink, toilet with grab rails and emergency pull cord.

There is a pool hoist which staff will help you with.

The Gym is equipped with fitness equipment by Technogym including treadmills, exercise bikes, cross-trainers, steppers and various resistance equipment including a hand bike and upper-body machine which allow wheelchair access.

The treadmills have red light warning signs when they are in use.

The pool is 1.2m deep.

The entrance has wooden floors leading to tiled areas.

The Gym has a wooden threshold with soft flooring throughout.

Towels are available from the Health Club Reception.

The spa facilities are located to the right hand side of Reception.
Bedrooms

- Access to bedrooms on the first and second floor are via the lift.
- An induction loop is available in the Executive Lounge.
- We have 13 accessible rooms.

**Bedroom:**

- The door is 91cm wide and has a high and low-level spy hole
- The bedroom door is 92cm wide
- A bedside control panel for the light switches, pillow vibrator and intercom point.
- An emergency cord next to your bed
- A phone at your bedside
- Carpeting throughout bedroom
- Air Conditioning controls at low level.
- A connecting lockable door to a standard room next door
- Furniture includes:
  - Double bed of a regular size and height
  - TV located on sideboard
  - A desk and chair
  - Armchairs
  - Wardrobe
  - Minibar
- The height of the toilet and bed in an accessible room is as follows:
  - Toilet – 440mm
  - Bed – 456mm
Bathroom Facilities

- A low-level sink
- A low-level toilet
- Grab rails by the toilet and wet room style shower
- An emergency pull cord near the toilet and wet room style shower
- A low-mount towel rail
- Tiled floor area
- Low level mirrors
Outside

- The grounds are accessible from designated pathway
- The courtyard is accessible from Main Reception via automatic doors
- Slope access is available either side of the entrance doors.
Meeting Facilities

• We have 19 meeting rooms, a lecture theatre and one large banqueting room, the Sir Bobby Robson Suite.
• Doorways at 90cm wide
• All meeting rooms are on the ground floor, and are accessible via slope to the right hand side of Reception.
• The meeting rooms and the foyer areas are all carpeted
• You can arrange to hire audio-visual equipment before your event.
• Please let the Conference and Events team know when you make your booking
• All room measurements, floor plans and facilities are available from our Conference and Events Team. Please contact the sales office on 4226
Centre Circle

- The centre circle is located on the 1st floor
- The centre circle is accessible via lift to the left hand side of Reception desk or via steps from the main Reception
- There are 20 steps with each tread 17 cm high
Club England

• Club England is located on the 1st floor
• Club England is accessible via the lift to the right hand side of Reception desk or via steps from the meeting room corridor on the right side of the lifts
• Club England entrance has automatic door for an easy accessible entrance.
• Accessible toilets are located down the corridor on the left hand side as you walk into Club England
Executive Lounge

- Executive Lounge is located on the 2nd floor.
- Executive Lounge is accessible via the lift to the left hand side of Reception desk or via steps from the main lobby.
- There are many tables, chairs and lambs around the edge of the Executive Lounge.
- Accessible toilets are located on the 2nd floor corridor on the right hand side.
In Event of Emergency

- The Hotel operates a system of PEEPs (Personal Emergency Evacuation Plans). On check-in to the Hotel, you will be offered the opportunity to discuss and outline any special requirements or assistance you may need should an evacuation of the Hotel be necessary as a result of a fire or other emergency.
- You will be given a copy of this Emergency Evacuation Plan and we will keep a copy for our Hotel Fire Team to refer to in case of an evacuation taking place during your stay.
- The Plan will specify which of our Team Members will be designated to assist you, should you require this.
- If the alarm bell rings, this will be a continuous siren-like sound.
- Do not block the door with anything, including towels, as this will prevent the fire brigade from entering your room.
- Do not open any windows as this can increase the air circulating and increase smoke and flames.
- If the fire is in your room, get out and close the door behind you, breaking a fire alarm if possible on your way out.
- We test the emergency alarms on Monday at 10:30am. The siren will sound for no more than one minute.
- Should you have any concerns regarding emergency evacuations, please speak to the Duty Manager.
Other Information

• For extra help before you arrive, please contact the hotel on 01283 240444.
• If you need any help during your stay, you can contact the Duty Manager at the reception desk or on extension 0.
• We look forward to welcoming you to the Hilton at St. George’s Park and making your stay an enjoyable one.
• We hope that the information in this pack has been useful.
Our policy statement on disability

- We are committed to providing equal opportunities, for all – for both our guests and our employees. As a service provider, with a 50-year history in the UK and Ireland, we have developed a culture of reacting quickly and efficiently to all guest requests, whatever they are. This same culture also includes identifying and meeting the specific needs of our disabled guests.

- Hilton UK are dedicated to providing "Best in Class" service - therefore if you have any particular feedback or suggestions, please:

  - send them through to our Guest Disability Assistance team;
    Toll free UK: 00800 6644 5866 (Monday to Friday – UK 9am - 5pm)
    email: Guest.Disability.Assistance@Hilton.com

  or

- for all other general enquiries or reservations please telephone our Reservations and General Enquiries via:
  toll free UK: 0800 0884 333
  USA: +1 972 866 5976